

# COMMUNITY HOMEFINDING RELOCATION AND REFERRAL SERVICES (CHRRS)



A Handy Guide for Locating Off Post Housing  
1<sup>st</sup> Edition



## TABLE OF CONTENTS

Welcome Letter	II
CHRRS Office	1
What CHRRS Can Provide	1
CHRRS Cannot Provide	1
Applying For CHRRS Support	1
General Off-Post Housing Information	2
Rental Cost	3
Rent	3
Leases	3
Security Deposits	3
Utility Cost	4
Telephone Services	4
Government Furniture	4
Termination Notice	5
Private Rental Housing Requirements	5
Responsibilities	6
How to Read The German Rental Ad	6
Before Signing Your Lease	7
Landlord Restriction	8
After Signing Your Lease	8
Processing Tenant and Landlord Complaints	8
Terminating Your Rental Agreement	9
Vacating Before the Effective Date of Termination	9
Check Out	9
Military Entitlements/Allowances Overseas Housing Allowances (OHA)	9
Move In Housing Allowance (MIHA)	10
Temporary Lodging Allowance (Military)	11
Eligibility for TLA	11
Termination of TLA	11
Outgoing TLA	12
Schools	12
Bus Transportation	13
Helpful Hints	13
Value Added Tax	13
Mold-Mildew Housing Ventilation	14
Transformers	14
Trash Disposal	14
BSB Personnel Housing Deployment Information	15
Glossary of Acronyms	16
APPENDIXES	
Telecommunication Office/Deutsche Bundepost	18
Electric Power Hook –Up	19
CHRRS Personnel Phone Directory	19
Move In Housing Allowance	20
Rental Agreement	21
Off Post Water Standards	23

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MEMORANDUM FOR New Off Post Customers

SUBJECT: Welcome Letter

1. On behalf of the 233<sup>rd</sup> BSB Commander, the Director of Public Works (DPW), and the Army Family Housing Staff, I would like to welcome you to Darmstadt, the Community of Choice. We wish you an enjoyable rewarding tour while stationed in Germany.
2. All new military and civilian arrivals, and those who are changing their residence within the local area, must report to the **Community Homefinding Relocation and Referral Services (CHRRS) Office** before entering into any rental or lease agreement for off-post housing. This is necessary to assure that you do not inadvertently choose housing which would conflict with DOD policy regarding fair housing or expose yourself and your family to environmental or health hazards.
3. CHRRS personnel will explain the Department of Defense policies and procedures on the fair housing program. Title VIII of the Civil Rights Act of 1968 contains fair housing provisions and requires all executive departments and agencies to administer housing programs and activities under their jurisdiction in an "affirmative" manner. The Department of Defense intends that Federal fair housing legislation is supported and DOD personnel have equal opportunity for available housing regardless of race, family composition, physical handicap, religion, sex or national origin.
4. It is the responsibility of personnel to report any indication of discrimination in local community renting practices to a CHRRS employee. The CHRRS personnel and the commander are charged with the responsibility to investigate any situation whenever discrimination is suspected, regardless of the complaint.
5. The CHRRS Office is staffed with knowledgeable and capable people. Although they perform a variety of duties, their only collective effort is to provide the best possible housing service to every eligible customer. This service takes the form of counseling, maintaining a housing referral listing, arbitrating tenant/landlord complaints, and informing customer of local housing customs, etc. The professional knowledge and experience of the staff can save you valuable time and money as well as minimize some of the inconveniences associated with relocation.

6. We hope you find this handbook useful and informative. Any suggestions for changes or improvements are always welcomed. Your comments and suggestions for improvements are important and valuable to us, as part of our "Excellent Customer Service" goal. Please take the time to fill out and return customer questionnaires.

7. The Housing Division is available to assist you with any housing issues that may arise during your assignment to housing within the Darmstadt and Babenhausen Military Communities. If I can be of further assistance, please contact me at DSN 348-6540, commercial 06151-69-6540.

8. Once again, welcome to Darmstadt.

Chief, Housing Division



## THE CHRRS OFFICE

The CHRRS Office for the 233<sup>rd</sup> BSB is located on Cambrai Fritsch Kaserne in Building 4029, phone number DSN 348-6887, commercial 06151-662300/01. Their fax number is commercial; 06151-662302 Hours of operation are Monday – Wednesday and Friday, 0730 - 1600, Thursday 0730 - 2000, and Saturday, 0800 - 1200. The CHRRS office is open on American Holidays and closed on German Holidays.

## WHAT CHRRS CAN PROVIDE

1. Non-discriminatory adequate housing listings.
2. **Non-official** translation services.
3. Assistance resolving tenant and landlord complaints.
4. Assistance in signing legally acceptable contracts.
5. General information on civilian and military school bus routes and schedules.
6. Assistance with locating adequate private rental dwellings.
7. Assistance with transportation service to perspective private rental dwelling.
8. Inspection of the dwelling for adequate space, condition and sanitation standards.
9. Information on accommodations available on the economy for temporary lodging, i.e. hotels, pensions, etc.
10. Assistance in preparing contract termination notices.
11. Information regarding Government household furniture.

## WHAT CHRRS CANNOT PROVIDE

1. Legal assistance.
  2. Bill paying assistance or the turnover of dwelling (or keys) for any reason.
- CHRRS, in any situation, cannot become involved with the transfer or payment of moneys between contracting principals.**

## APPLYING FOR CHRRS SUPPORT

Military Personnel arriving in Germany who are eligible for Temporary Lodging Allowance (TLA) are required to register with Family Housing, located in the Centralized In/Out Processing Facility, Bldg. 4029, Cambrai Fritsch Kaserne, within two workdays.

**Civilian Personnel** arriving in Germany who are eligible for TQSA, LQA and any other financial support are required to in process with Civilian Personnel Advisory Center (CPAC) at Heidelberg, Campbell Barracks Shopping Center, before reporting to work. If you work for DODDS or other Government employment agencies contact your administrative POC. In order to process at the CHRRS Office, the following documentation must be provided:

## THE FOLLOWING GROUPS ARE AUTHORIZED

a. Military personnel who are serving a "With Dependents" tour that have been authorized concurrent travel to economy and are unable to be housed in Government Quarters within 60 days and those serving a "Joint Domicile" tour, need PCS orders and any amendments (if applicable) assigning them to the area along with a Certificate of Non Availability (CNA). The Family Housing Branch will provide CNA's.

b. Single soldiers, bona fide or geographical bachelors, and soldiers married to soldiers not serving a three (3) year tour, need PCS orders and any amendments (if applicable) assigning them to the area with a CNA, Unaccompanied Personnel Housing will provide CNA's.

c. **Civilians** need orders and any amendments assigning them to the Darmstadt area.

d. Contractors are only authorized CHRRS services if the employee's organization contract with the Government allows such services.

## GENERAL OFF- POST HOUSING INFORMATION

The average cost of apartments in Darmstadt and surrounding communities varies from area to area. The type and size of the dwelling unit will determine how much you pay. The majority of available rental property is apartments. Single family homes can also be found but are rare. If the assistance of a real estate agent (Immobilien) is used, be aware that there is a charge for this service, usually equivalent to two months rent. Immobilien services usually consist of providing listings and arranging for site visits to available apartment and homes. Be aware that you will be charged for services provided by an Immobilien if you sign a contract with one of the properties listed by that Immobilien. These fees can be equivalent to 2 months' rent. Yards are small and garages, if available, will probably cost extra. The average dwelling size is much smaller than most Americans are used to and usually are rented without kitchen furnishings, closets and even light fixtures. Closets and appliances may be acquired through the Furnishings Management Office, Building 4106.

You must get approval of the landlord prior to acquiring a pet. Living on the German economy also requires each person to acknowledge and comply with the Quiet time: Monday through Friday - 1300-1500 and 2200 to 0700; Saturday - 1300-2400; Sunday and Holidays - All day. Joining a Tenants' Association is recommended.



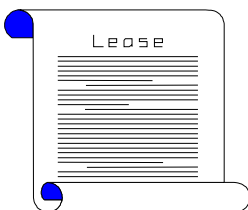
## RENTAL COSTS

The average rental costs for unfurnished apartments with 1-3 bedroom range from DM 800 -2200, while houses and 4-bedroom apartment range from DM 1800 –3000.

## RENT

Rent may be paid directly to the landlord. However, many times the tenant pays the rent to a bank account for the landlord (Direct Deposit). Whichever way the landlord requests, make sure a receipt is issued, either from the landlord or the bank.

## LEASES



**Please be aware if you are authorized to reside off post, you will be required to remain off post for a minimum of one year before you can be considered for Government Housing.**

If an apartment is found without the assistance of the CHRRS Office, contact the CHRRS Office with the landlord's name, address and telephone number. An appointment will be scheduled for an inspection of the dwelling. **DO NOT** sign a rental contract before contacting a CHRRS representative or before an inspection of the dwelling has been conducted. Once this has been accomplished and the contract approved, the lease may be signed or approval granted. The CHRRS inspector can also act as interpreter. The results of the inspection and the contents of the dwelling are written into a Condition Report. This is designed to protect the tenant at time of vacate from being forced to pay for pre-existing damages.

The lease should be negotiated and signed at the CHRRS Office in case there are any questions between the tenant and the landlord. The standard AE Form 210-50-J should be used for all economy leases. This includes the military clause of 30 days for military personnel PCS'ing.

## SECURITY DEPOSITS



A security deposit (Kaution) is required on most dwellings; normally it equates to two months rent. The deposit is the landlord's safeguard in the event that the tenant moves out and leaves unpaid bills such as rent or damages. The security deposit does not cover unpaid utility bills such as gas or electric. Using the AE Form 210-50J, available at the Housing Office, can help to negotiate and pro-rate deposits with the landlord.

## UTILITY COSTS

Utilities are averaged using a formula based on the living space of the house or apartment and the number of people in the family. The same amount is paid every month for electricity, heat, water, sewage, garbage disposal, etc. At the end of the year, a final bill is calculated and the tenant either receives a refund or pays an additional amount. The next year's payment will be adjusted accordingly. Some utility companies require a deposit. This is usually DM 250 - 500. Credit is then given for deposits when the final bill is settled. The total utilities (electricity, heat, water, etc.) average DM 250 - 400 per month. German electrical system is 220 volt, American appliances are 110 volt and will not work without the aid of a transformer. Be sure when you purchase transformers that you have sufficient watts to cover the intended appliance.

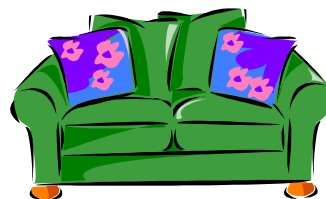
## TELEPHONE SERVICES

Telephone offices for the Darmstadt community are located on the economy. The main office is downtown at the Luisen Platz, commercial 06151-01114. Babenhausen residents must use the office located in Dieburg, commercial 06071-1114 and Aschaffenburg residents can contact the telephone company commercial 06021-331881. Payments may be made at any banking facility or Deutsch Post.

Hint: Many American cordless phones and pagers are not authorized for use in Germany due to interference with signals. Prior to purchasing a service or piece of equipment you can check with 22d Signal or the Deutsche Post. If you require the use of one of these they can be purchased through AAFES or on the economy.

## GOVERNMENT FURNITURE

Military personnel with an approved Certificate of Non-Availability (CNA) to occupy economy housing are authorized to receive furniture support.



**DOD Civilian personnel** (Excluding Contractors) living in Private Rental Housing or in Government quarters are entitled to Furniture support as long as one of the following applies:

1. Hired in the continental United States (CONUS)
  2. Hired in USAREUR and receiving Living Quarters Allowance (LQA)
- Authorized furnishing's in Private Rental Housing:

- One wardrobe\*\* per family member and one additional wardrobe for the apartment.

- Washer, dryer, range, and refrigerator.
- Loaner furniture

Loaner sets: Inbound personnel with full Joint Federal Travel Regulations (JFTR) and Elective Joint Federal Travel Regulations (EJFTR), who elect to ship their household goods, are authorized loaner furniture for 90 days or until their personal furnishings arrive. All outbound personnel are authorized loaner sets for 60 days.

**\*\* Many German apartments do not have built in closets, the wardrobes are provided by the Government in lieu of closets.**

## **TERMINATION NOTICE**

This is specific to each lease. The CHRRS supplied contract may be negotiated to shorten the notification period required to 30 days, effective on the end of the month in which notice was given. The Housing Office can provide a blank form to complete for notification to you landlord.

## **PRIVATE RENTAL HOUSING REQUIREMENTS**

Military personnel are required to visit CHRRS at least twice, every ten day period, to check the availability list. All dwellings listed by CHRRS are suitable/adequate under the guidelines DOD, USAREUR, and Community Publications.

Two dwellings may be declined from CHRRS listings however, if eligible for TLA, the second turn down will result in termination of TLA.

The following reasons are not grounds for refusal and will be counted as turn downs:

- Too far from duty station and/or community activities (within listed commuting distance)
- Lack of transportation (public or private)
- Your furniture will not fit into dwelling
- Price too high, unless it exceeds OHA entitlements plus 15%
- Spouse does not like dwelling or its location.
- Stairs in lieu of elevator
- Not near enough to medical facilities. \*
- Requirements by unit of assignment

\* This may be waived if registration in the Exceptional Family Member Program is verified and the requirement to reside near medical facilities exists.

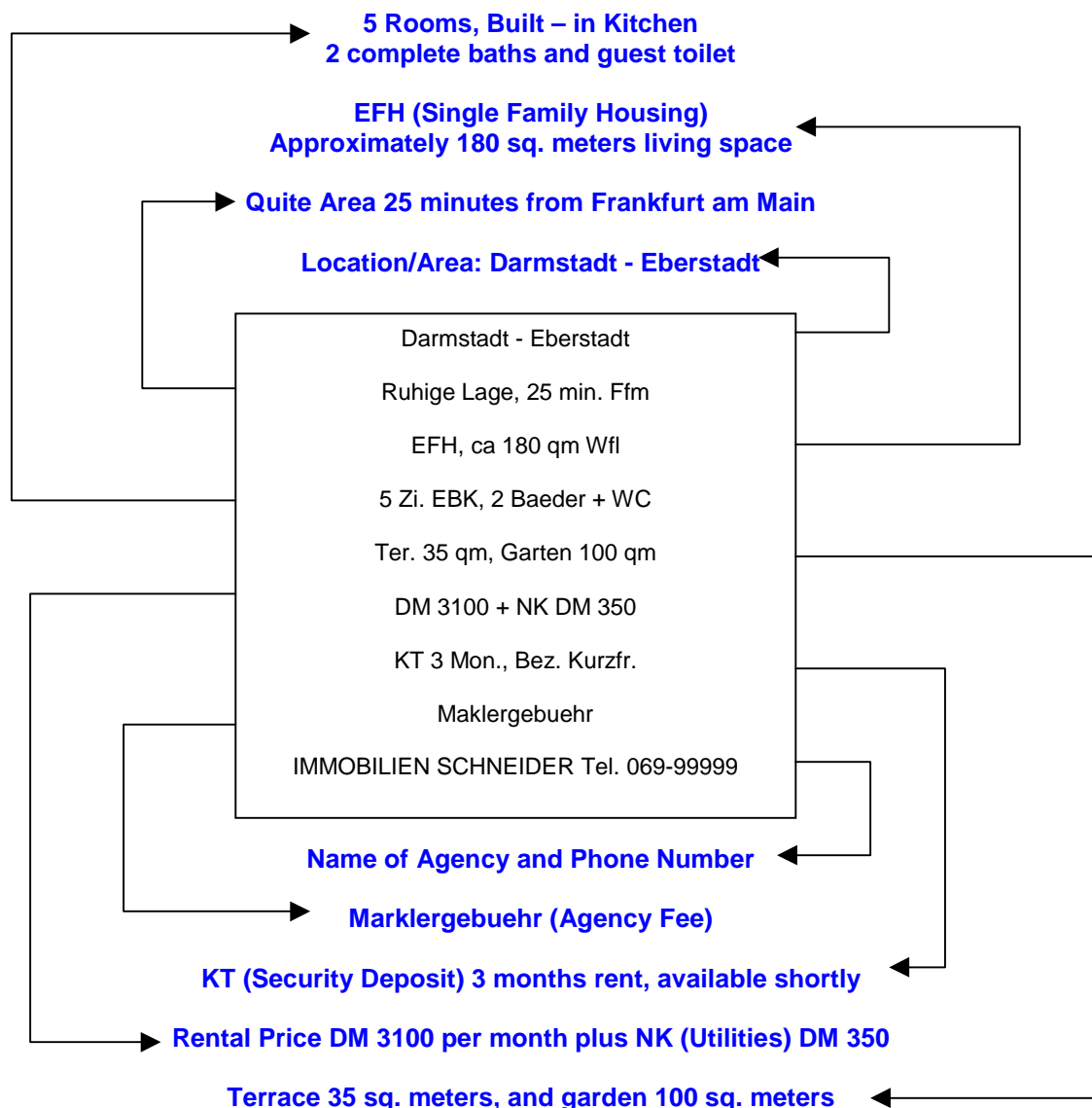
## RESPONSIBILITIES

Actively seek private rental housing. Do not rely only on CHRRS to meet this requirement. An ad may be placed in local German newspapers (CHRRS will assist in preparation), search local newspapers, check with sponsor, the bulletin board at military unit, etc. for available housing.

Listings may also be found in the Herald-Post as well as the Stairs and Stripes.

## HOW TO READ THE GERMAN NEWSPAPER

Reading the paper is not as difficult as you may think. In fact, once you know a few key terms, you'll be able to read through the ads and understand what's being stated. Below is a common newspaper ad. Always look under the want ads titled "Zur Vermietung", this means "for rent".



## BEFORE SIGNING YOUR LEASE



The CHRRS Office offers translation services of Rental Contracts on an appointment basis. Please call the CHRRS office to schedule an appointment. **Read your contract**, if it if you don't understand something ask the CHRRS staff or the JAG Legal Assistance Officer for assistance. Please ensure that you use the standard CHRRS lease (AE Form 210-50-J available at the CHRRS Office), if at all possible, in order to avoid confusion on the lease. Remember the lease should be in both English and German. **BE CAREFUL** all blanks of the lease must be filled in and those blanks not filled in should be lined through (the landlord's initials should also appear by that line).

**CAUTION** don't allow the landlord to put anything in the lease that you think is unfair. German law is very strict in many of its provisions regarding leases. Many of the requirements are, however, in favor of the tenant. Call the CHRRS office or JAG office if there are any questions.

**DETERMINE** if the agreement is complete after reading the lease. Does the lease refer to any "house rules" which a tenant must follow? (Such as, quiet hours, no music audible to other tenants, or no hand tools on Sundays etc..) If there are house rules, get a copy from the landlord. Make sure they are clearly understood.

**GET THE FACTS** what does the rent payment cover? Does it cover just the use of the premises, or does it cover the utilities also? What utilities are not included in the rent payment? Is the tenant liable for these? Also, find out when the rent is due. The landlord must receive the rent on the due date. Mailing on the due date is not sufficient. The tenant is entitled to see all costs for which charged. Do not take the landlord's word that electric bill, for example, is a certain amount. Ask to see the bill and an explanation of it. Is the bill for the entire house, or for the portion that the tenant rents? An average monthly amount for utilities may be charged only to find out that more is owed at the end of 12 months. The utility company reads the meters only once every 12 months to determine how much electricity (or other utility) has actually been used. It is also possible that a refund will be due the tenant because your actual usage was less than expected. Just make sure see a copy of the bill. Find out how much notice must be given when terminating the lease.

**INSPECT** the dwelling should be completely inspected before signing the lease. Indicate any deficiencies or damages. Have the landlord note on the lease that he will either correct them or will not charge for them when you leave. Also, ask the landlord for two weeks time to notify him of any "hidden" damages that were not discovered on initial inspection of the dwelling. The landlord does not have to allow this time, but it will not hurt to ask.

## LANDLORD RESTRICTION

Barring a true emergency, the landlord can only enter the dwelling with permission. A time must be agreed to, it must be at the convenience of the tenant, and not to the landlord. The landlord must have assurance that he will be able to get into the dwelling if the tenant goes away for a long period of time (i.e. on leave). Give a key to a friend and have the landlord contact the friend if he needs to enter the dwelling. The landlord can evict the tenant from the dwelling, but only for a valid, specified reason. The landlord may take the tenant to court to effect mandatory eviction. If the dwelling is needed for personal use, as determined in the German rental law, the landlord will be allowed to terminate the lease. (Although this is rare it can happen. The landlord may decide he/she wants to reside in the house/apartment, a notice will be given to you (the tenant) and at the end of the determined time, you are required to vacate.)

## AFTER SIGNING YOUR LEASE

Ensure that a joint check-in inspection with tenant, landlord, and a CHRRS staff member is conducted and that a condition report is written. The purpose of this report is to accurately reflect the condition and contents of the dwelling upon occupancy. It further ensures that the dwelling meets adequacy standards, as determined by CHRRS, and protects both the tenant and the landlord from unreasonable claims when the dwelling is cleared. For military personnel, housing allowance applications will not be processed until this requirement has been met. Entries will be entered in black or blue ink for check-ins. All tenants should take the responsibility in filing their contract in a **KNOWN, SAFE** place, such as a fireproof box. Make an extra copy of your rental agreement and take note of your landlord's name and telephone number.

## PROCESSING TENANT AND LANDLORD COMPLAINTS

Off-post housing complaints received from military personnel, owners, or managers of listed housing facilities, will be immediately investigated for validity. CHRRS office personnel will obtain information from each party concerned, and the circumstances will be impartially evaluated. When possible, complaints will be obtained in writing from the aggrieved parties. Preliminary investigation of complaints will be made and adjudicated as quickly as possible. When complaints are of serious nature (such as discrimination, theft, or malicious damage) and there are indications that higher headquarters commander should become involved. The facts will be reported to the appropriate staff of the higher headquarters for further investigation and necessary action. Tenants are requested to inform CHRRS personnel as soon

**REMEMBER**, when a lease is negotiated between the tenant and the landlord without assistance for the CHRRS Office, it is a private transaction between these two parties. The CHRRS office will make every effort to persuade the

landlord to comply with the terms of the lease, however, if this proves unsuccessful, the tenant may be referred to the legal assistance office for further advice.

## **TERMINATING YOUR RENTAL AGREEMENT**

Terminating the contract **MUST** be done in writing. The CHRRS staff will assist with this document. Report to the CHRRS office at the earliest possible date to ensure a trouble free turnover of the dwelling.

### **PROPER NOTICE MUST BE GIVEN WHEN INTENTIONS TO VACATE BECOME IMMINENT.**

## **PLAN AHEAD**

45-90 days prior to vacating private rental housing report to CHRRS with a copy of PCS orders and receipts for the items identified below that are of no further use.

## **VACATING BEFORE THE EFFECTIVE DATE OF TERMINATION**

If the tenant wishes to move out before the end of the lease term, the tenant may be liable for further rent payments. To avoid this, find at least three people who will be willing to take over the dwelling (inquire at the CHRRS office). The landlord must accept one of the parties provided if they are economically sound.

## **CHECK-OUT**



When vacating the rental unit it must be clean. Have the landlord, a CHRRS representative, and you (the tenant) inspect the dwelling. At this time the landlord will make note of any damages for which charges will be assessed. The landlord must give an itemized bill for the repairs he makes to the tenant; only these amounts will be deducted from the security deposit if there are no other outstanding bills. Remove any furnishings, purchased for the dwelling when vacating the premises. If the landlord wants the items, an agreement must be made as to the amount he/she is willing to pay. Get this agreement in writing. Ensure that the dwelling is not damaged by the removal of the items.

## **MILITARY ONLY ENTITLEMENTS/ALLOWANCES OVERSEAS HOUSING ALLOWANCE (OHA)**

OHA is designed to assist soldiers pay for expenses incurred while living on the local economy. It may not pay all of the rent or utilities in all cases however, if the

OHA is more than the rent and utilities; CHRRS recommends that it be set aside and saved. You will be required to reconcile your billings with your landlord and Finance yearly. Additionally, do not forget utilities are prorated monthly and an annual 'settlement' bill is received.

## **MOVE-IN HOUSING ALLOWANCE (MIHA)**

Military personnel who are authorized to live in private rental housing may be authorized MIHA. (See Appendix C for MIHA handout).

### **ELIGIBILITY FOR MIHA**

Soldiers who are authorized a Government funded move and who are eligible for OHA are normally entitled to MIHA. Below are some special situations when soldiers may or may not be entitled to MIHA.

#### **a. NEW ARRIVALS WHO ARE AUTHORIZED MIHA**

(1) Soldiers with command sponsored family members who arrive on concurrent travel and no Government quarters are available.

(2) Soldiers with command sponsored family members on deferred travel orders that arrive when no Government quarters are available. The soldier is authorized to seek private rental housing.

(3) Soldier married to soldier, and soldier quarters (SQ) are not available. Both are eligible.

(4) Single soldier (E-6 and below). No SQ available.

(5) Single soldier (E-7 and above) entitled to BAH at the "without dependent" rate, SEQ is available. Soldier elects to occupy PRH. However, a single soldier (E-7 and above geographical bachelor) entitled to BAH at the "with dependent" rate is not authorized MIHA, unless a SEQ is not available.

#### **b. SOLDIERS IN COMMAND WHO ARE NOT AUTHORIZED MIHA**

(1) Single soldier (E-7 and above) entitled to BAH at the 'without dependent' rate (bona fide bachelor), resides in SEQ and later desires to move into PRH. OHA is authorized.

(2) Single soldier (E-6 and below) who resides in SQ moves off-post due to pregnancy.

(3) A soldier formerly residing in PRH drawing OHA divorces and moves back into SQ. Soldier finds out that she is pregnant



and, therefore, is required to reside off-post.

(4) Soldier marries another soldier and they move off-post.

(5) Single soldier residing in SQ marries another soldier (new arrival on TLA). They change their tours to joint domicile and move off-post. Only the new arrival is eligible for MIHA.

### **TEMPORARY LODGING ALLOWANCE MILITARY (TLA)**

The purpose of TLA is to partially reimburse expenses incurred during required occupancy of temporary lodgings (before or after a permanent change of station (PCS) move) due to the non-availability of Government or private rental quarters.

### **INCOMING TLA**

### **ELIGIBILITY FOR TLA**

Military personnel must register with the CHRRS office within two (2) working days of soldier's arrival in the command. Soldiers are informed during in-processing of the requirement to register with Family Housing or Unaccompanied Personnel Housing. The following is a list of personnel eligible for TLA:

a. Soldier with command sponsored family member(s), or soldier married to another soldier, joint domicile or accompanied by family member(s).

b. Family member(s) must be residing with soldier at temporary lodging location. Soldier must be authorized concurrent travel (not concurrent travel to a specific address).

c. Unaccompanied personnel, to include single and divorced:

(1) Soldier must be incoming and not an occupant of single type quarters in the billets, BEQ, or BOQ.

(2) Soldier must be an E-6 (P) or above.

(3) Soldier must have a CNA completed and signed by UPH specifically authorizing entitlement to TLA.

### **TERMINATION OF TLA**

A soldier's entitlement to TLA will be terminated if any of the following apply:

a. Assignment to Government quarters (permanent or temporary), private rental housing or Government leased housing.

b. Refusal of Government quarters when offered or refusal of Government leased housing.

c. Soldier's request to be by passed on Government quarters waiting list for personal reasons.

d. Failure to aggressively seek private rental housing.

e. Soldiers may be authorized a maximum of 60 days incoming TLA (computed from day of arrival in command). Request for extension of TLA beyond 30 days requires an exception to policy with justification and ASG commander's approval. The extension request will be processed through the CHRRS Office.

## OUTGOING TLA

Personnel departing private rental housing is authorized a maximum of 10 days TLA proceeding actual departure date. Those departing Government quarters/leased housing are limited to no more than three (3) days TLA. Exceptions are on a case by case basis.

**Civilian entitlements are handled and explained by CPAC. For any questions concerning these entitlements for locally serviced civilians, please contact Heidelberg CPAC at DSN 370-8514/1630**

## OTHER IMPORTANT INFORMATION

### SCHOOLS

The DODDS school system provides a quality education for children of military personnel and civilians serving overseas. Students attending DODDS must be family members of active duty military or DOD civilians. All others are subject to space available admission and tuition fees. Attendance is determined by place of residence. Please contact one of the schools below to determine where your child will attend.



### LOCAL DOD Schools

Darmstadt Elementary School	DSN 348-7185/6517
Darmstadt Middle School	DSN 348-6513/7390
Rhein Main Elementary School	DSN 330-6272
Wiesbaden H.H. Arnold School	DSN 337-5348
Hanau High School	DSN 322-8714

## **BUS TRANSPORTATION**

Registration for the school bus transportation for Darmstadt students can be done at the School Bus Office located in building 4445, behind the middle school in Lincoln Village. They can be contacted by calling 06151-64219 or 06151-665132.



Registration for the school bus for Babenhausen students can be done at the Hanau School Bus Office located in New Argonner Kaserne, building 251, room 204. They can be contacted by calling 06181-572-391.

The school bus offices provides maps that contain the footprint for the school bus zone.

Pictures of the children are required for the bus pass. Pictures will be taken during registration so parents should bring their children when registering.

## **HELPFUL HINTS:**

American residents are unofficial ambassadors of the United States of America in Germany. It is up to all Americans overseas to maintain a favorable image of America.

Afternoon and Evening Silence. In the interest of all residents, all excess noise and/or disturbance should be avoided between 1300 - 1500 hours, after 2200 hours on weekdays and after 1900 hours on Sundays and holidays. TVs and stereos should be played just loud enough for the room.

Entrance Access and Security. The entrance of the house, hallways and stairwells must be kept free of personal items. Parking of bicycles and motorcycles in common areas is forbidden

## **VALUE ADDED TAX (VAT)**

In Germany a 16% tax is added to almost all purchases and services. To avoid paying the tax on any bill over 50,-DM stop by the VAT office (Building 4091 Jefferson Village) and pick up the VAT Form, which legally exempts military members and DOD civilians from this tax. When you purchase your first VAT Form the customer service representative in the VAT Office can explain to you how to correctly fill it out. Ensure that when you use the form you receive your tax discount at the purchase time – the VAT Office will not reimburse you for the 16% tax. You may be able to use the VAT form on some of your utility bills. For information call DSN 348-1700.

## **MOLD/MILDEW –VENTILATION**

Residents must ventilate their home daily by opening windows to create a cross draft. If cross drafts are created for 10 minutes a day and after each shower, mold and mildew should not be a problem.

If mold and mildew manage to develop anyway, open windows in the affected area to facilitate drying, then scrub the mold spots with a solution of 1 cup chlorine bleach and 1 gallon of warm water, rinse and then wipe dry. In the case of mold on painted surfaces, allow this solution to soak in. Then scrub lightly, rinse and wipe dry. In bathrooms without windows, make sure that the ventilation shaft is open and do not close the bathroom door following showers and baths. The bathroom will benefit when cross-ventilating other parts of the house.

**NOTE: IF MOLD IS LEFT UNATTENDED AND CONTINUES TO GROW, IT COULD POSE POSSIBLE HEALTH AND ALLERGIN PROBLEMS IN YOUNG CHILDREN.**

## **TRANSFORMERS**

Transformers come in a variety of sizes. Transformers plug into the 200v outlet and allow one to use 110v appliances. Clocks and other timed devices may not properly function due to the difference in cycles.

It is extremely important to know the watt rating of your transformers. Transformers typically rate 15W, 75W, 150W, 300W, 750W or 1000W. Check the watt rating on the appliance that you are plugging into the transformer to ensure it does not exceed that of the transformer. You should avoid plugging multiple appliances into one transformer as the total watts may exceed that of the transformer.

Use only transformers with a replaceable fuse and a switch on the power cord. Transformers are big energy wasters as they continue to draw power even when the connected appliance is turned off. Transformers should be turned off and unplugged when not in use.

## **TRASH DISPOSAL**

It is the responsibility of all residents to participate in local recycle programs, more specifically the use of biological waste, paper waste and household waste containers. It is very important to separate trash and to place it into the proper container. Don't collect, mix and then store full garbage bags on the balcony, terrace or in the basement. The garbage removal fee is included in your utility costs. Garbage will be picked up at the front door. It is the tenant's responsibility to ensure their waste is properly sorted and placed into the proper container.

## 233D BSB PERSONNEL HOUSING DEPLOYMENT INFORMATION GUIDE

This housing information deployment guide stipulates policy and procedures regarding the occupancy of Government housing and Private Rental Housing (PRH) during deployment. It is intended to provide instruction and to advise personnel regarding their deployment. The BSB Housing Division personnel are the points of contact for any housing related issues regarding deployment.

Personnel who reside off post in PRH have the following options:

a. Retain their private rental housing. Personnel who desire to retain their PRH:

1. Will continue to be paid Basic Allowance for Quarters (BAQ) and Overseas Housing Allowance (OHA).
2. Must notify their landlord of their extended absence.
3. Should contact electric, water, gas, cable, telephone and other companies to have services temporarily discontinued, if required.
4. Select a point of contact responsible for the continued care and upkeep of the quarters in compliance with lease terms including grass cutting and other yard work, stairwell responsibilities, security of quarters and maintenance and repairs.
5. Provide the name, duty address, duty phone and home phone of the person who will be responsible for the care and upkeep of the quarters to the landlord and the CHRHS office.
6. Leave a set of keys with this person for emergency purposes. The landlord should be able to contact the POC immediately for access to the apartment in case of an emergency so that immediate action can be taken if necessary (i.e., heating pipes leaking, window ajar, or broken due to extreme weather, periodical airing of the apartment, etc.) **Your security deposit can be forfeited and charges assessed if the landlord claims damages due to your not having taken adequate precautions and ensuring that immediate access is available to your apartment.**
7. It is recommended that the point of contact be given a Power of Attorney to handle any emergency situations which may arise in connection with the housing during the family's absence. In addition, the power of attorney is required so that all rental negotiations can be conducted in your absence. In addition, the power of attorney is required so that all rental negotiations can be conducted in your absence (monthly increase in rent and utilities). **You must furnish a copy to the CHRHS office along with a statement signed by the**

**POC stating that they understand the requirements of the Power of Attorney and agree to take on the responsibilities stated therein.** This is required so that necessary actions, if required, can be taken without delay.

8. Consider acquiring liability insurance and personal property insurance in the event damage occurs to the quarters or landlord's property due to negligence, breaking and entering, theft, or vandalism.

9. Make arrangements for the care of any pets by non-deploying personnel, personal friends, or the spouses of person friends. Pets are **NOT** to be left in vacated quarters unattended for any period of time.

10. Ensure that privately owned vehicle (POV) is secured either at PRH unit or in a government approved area on the installation.

b. Move out of private rental housing (prior to or during deployment). Soldiers must coordinate with their unit commander to certify their deployment status and with the servicing BSB CHRRS office and Transportation Division before initiating termination actions. Termination on leases will be in accordance with lease contract agreements. **A Power of Attorney is required for anyone other than the soldier to terminate PRH.**

1. Personnel should notify their landlord in advance if you intend to move out of PRH. **WRITTEN notice must be given to the landlord as specified in the lease agreement and lease requirements for cleaning, damages, and renovation fees must be fulfilled.**

2. Movement and storage of household goods (HHG) during deployment will be at government expense. Soldiers must coordinate pickup of the HHG with the servicing Transportation Office. Personnel subsequent move into new quarters upon return from deployment will also be at government expense.

3. Arrangements must be made with Housing Division Central Furnishings Management Office (CFMO) to have government furniture/furnishings and appliances to be picked up prior to final inspection and return of the rental unit to the landlord.

In addition, unaccompanied personnel residing in PRH must provide the unit rear detachment personnel with the following information:

(a.) Written instructions and a strip map detailing how to drive from his/her company to his/her quarters.

(b.) Name; phone number and address of his/her landlord.

(c.) Location of his/her POV.

This information will be kept on file for reference purposes in case of rear detachment turnover.

Questions concerning these issues may be referred to the Housing Services Branch, DSN 348-6187/7423 or commercial 06151-69-6187/7423.

## **GLOSSARY OF ACRONYMS**

<b>BAH</b>	<b>Basic Allowance for Housing</b>
<b>CHRRS</b>	<b>Community Homefinding Relocation and Referral Services</b>
<b>CNA</b>	<b>Certificate of Non Availability</b>
<b>CONUS</b>	<b>Continental United States</b>
<b>CPAC</b>	<b>Civilian Personnel Advisory Center</b>
<b>DOD</b>	<b>Department of Defense</b>
<b>DODS</b>	<b>Department of Defense Dependent Schools</b>
<b>EJFTR</b>	<b>Elective Joint Federal Travel Regulations</b>
<b>JAG</b>	<b>Judge Advocate General</b>
<b>JFTR</b>	<b>Joint Federal Travel Regulations</b>
<b>LQA</b>	<b>Living Quarters Allowance</b>
<b>MIHA</b>	<b>Move-In Housing Allowance</b>
<b>OHA</b>	<b>Overseas Housing Allowance</b>
<b>OHA</b>	<b>Overseas Housing Allowance</b>
<b>PRH</b>	<b>Private Rental Housing</b>
<b>SEQ</b>	<b>Senior Enlisted Quarters</b>
<b>SQ</b>	<b>Soldiers Quarters</b>
<b>TLA</b>	<b>Total Living Allowance</b>
<b>TQSA</b>	<b>Temporary Quarters Subsistence Allowance</b>
<b>UPH</b>	<b>Unaccompanied Personnel Housing</b>
<b>VAT</b>	<b>Value Added Tax</b>

# TELECOMMUNICATION OFFICE DEUTSCHE BUNDESPOST TELEKOM

If you would like to start or cancel your service with the local Telephone Company, you may do so at the following locations:



TELECOM – OFFICE  
Cambrai Fritsch Kaserne, Building 4029  
64297 Darmstadt  
Wednesday 0800 – 1300

TELECOM – SHOP (T-Punkt)  
Luisenplatz 3  
64283 Darmstadt  
Monday 0800-1800  
Tuesday – Friday 0900 – 1800  
Saturday 0900-1300

TELECOM – SHOP (T-Punkt)  
Schuhgasse 12  
64625 Bensheim  
Monday – Friday

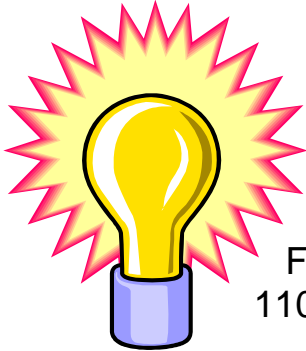
TELECOM Shop (T-Punkt)  
Rheingastrasse 7  
64807 Deiburg  
Mon, Tue, Thurs, Fri – 0900 – 1800  
Wednesday & Saturday 0900 – 1300

TELECOM – SHOP (T-Punkt)  
Adelungstrasse 33  
64283 Darmstadt  
Monday – Friday 0900 – 1800  
Saturday 0900 – 1300

Payment of monthly billing may be done through any banking facility or you may set up and allotment for direct deposit of payment. For billing inquiries you may contact the Billing Office at 06151-309-3710 or Deutsche Telekom 0 800 330 1000.



## **ELECTRIC POWER HOOK-UP OR DISCONNECTION SERVICE**



Point of contact is ----- . Hours of operation are Monday –Friday 0800-1200 - Closed on Tuesdays. Commerical 06151-709-7773. On Tuesdays you can visit the HEAG Office on Cambrai Fritsch Kaserne, Building 4029, Room 106, from 1100 - 1300.

## **CHRRS PERSONNEL PHONE DIRECTORY**

CHRRS Teamleader	348-6102
Couselor	348-6887
Counselor	348-6887
Counselor	348-6887

# Move In Housing Allowance (MIHA)

## What Is MIHA?

The Move-In Housing Allowance can pay for many the costs connected with moving into economy housing. There are three different MIHA allowances: MIHA Miscellaneous, MIHA Rent and MIHA Security. Most soldiers living on the economy are authorized MIHA. A housing representative can supply you with more information concerning this valuable allowance.

### MIHA Miscellaneous

#### **What is it?**

- A lump sum allowance to make your quarters habitable.

#### **What should you use it for?**

- Curtain rods, transformers, mirrors, etc.

#### **Why?**

- When a landlord in Europe advertises an apartment as unfurnished, they often mean just that – bare. Although landlords must provide certain necessities, such as kitchen sinks, and toilets, they're often unwilling to provide the "extras" we've come to expect when renting in the States.

#### **Who's eligible?**

- MIHA Miscellaneous is paid to most soldiers who are authorized to live off post. If soldiers who are authorized to live off post decide to share an apartment each will receive the full MIHA Miscellaneous allowance.

#### **How much is the allowance?**

- MIHA Miscellaneous rates fluctuate periodically and vary based on geographical locations. Ask your local housing office for the current rate in your area.

The Housing Office will prepare DD Form 2367 for you to take to your servicing Finance Office.

### MIHA Rent

#### **What is it?**

- An allowance to pay reasonable, pre-approved, real estate agent and redecoration fees.

**When can I get MIHA Rent?**

- If your housing office is unable to find housing for you within a reasonable amount of time, they can authorize use of a real estate agent and MIHA Rent would pay the bill.
- During rental negotiations, you and your housing representative should find out if you are required to clean or paint when you leave. Assuming the cost is reasonable, MIHA Rent can pay these bills. To avoid having to pay these bills from your own pocket, make sure these costs are settled before you sign your rental agreement.

**What MIHA Rent is NOT for?**

- Does not apply to homeowners
- Does not pay for occupant damages
- Does not pay for security deposits, since they are refundable if you don't damage the apartment and you pay your bills.

**MIHA Security**

MIHA Security covers reasonable and necessary security costs. It is not available in all countries and the State Department must approve the locations appropriate for this allowance.

To get the MIHA Rent and Security payment a housing representative will prepare and authorize DD Form 2357 for you to take to your servicing Finance Office.

<b>USAREUR HOUSING REFERRAL OFFICE RENTAL AGREEMENT-GERMANY</b> <b>MIETVERTRAGSFÖRMULAR DER US-WOHNUNGSVERMITTLUNG-DEUTSCHLAND</b> (USAREUR Reg 210-50)		Date/Datum	Control No./Kontroll-Nr.
<b>1. HOUSING RENTAL AGREEMENT BETWEEN/MIETVERTRAG ZWISCHEN</b>			
Sponsor's name (last, first, MI)/ Name des Mieters (Nachname, Vorname)	Grade/Rang	Organization/telephone/Einheit/Telefon	
Second tenant's name (last, first, MI) (if applicable)/ Name des zweiten Mieters (Nachname, Vorname)(falls zutreff.)	Grade/Rang	Organization/telephone/Einheit/Telefon	
Social security numbers/Sozialversicherungsnummern			
AND/UND			
Landlord's name (last, first, MI)/Name des Vermieters (Nachname, Vorname)	Address/Adresse		Telephone/Telefon
Point of contact/Beauftragter			
2. The following partly/furnished/unfurnished apartment/house is rented for use as living quarters to the tenant/his/her family./Die nachfolgend aufgeführte teil/möblierte/unmöblierte Wohnung/Haus wird als Wohnraum dem Mieter/dessen Familienangehörigen vermietet:			
APT #./APP.Nr.	House/Haus #	Street/Straße	Town/Stadt
The following rooms are rented/Die folgenden Räume werden vermietet:			
<input type="checkbox"/> Living room/Wohnzimmer <input type="checkbox"/> Dining room/Eßzimmer <input type="checkbox"/> Bedroom/Schlafzimmer <input type="checkbox"/> Kitchen/Küche <input type="checkbox"/> Bath/Bad <input type="checkbox"/> WC <input type="checkbox"/> Basement/Keller <input type="checkbox"/> Attic/Speicher <input type="checkbox"/> Garage <input type="checkbox"/> Other rooms/Andere Räume			
Living Space/Wohnfläche: _____ M2    House pets <input type="checkbox"/> are <input type="checkbox"/> not allowed/Haustiere sind/nicht erlaubt.			
3. This rental agreement becomes effective on/Dieser Mietvertrag tritt in Kraft am:			
The monthly rent must be paid in advance to the landlord by the third working day of the month./Die monatliche Miete ist im voraus zu bezahlen, spätestens am 3. Arbeitstag nach Monatsanfang			
Basic rent/Grundmiete	Utilities/Nebenkosten	Garage	Total monthly rent/Gesamt-Monatsmiete
The monthly rent will be paid directly to the landlord or to the credit of the landlord's account./Die Gesamtmiete wird direkt an den Vermieter oder auf das Konto des Vermieters bezahlt.			
Account number/Konto-Nr.	Bank	Bank code/BLZ	
4. Utilities. In addition to the basic rent, the tenant will pay the following utility costs, which will be billed as shown below: Nebenkosten. Zusätzlich zur Grundmiete hat der Mieter die folgenden Nebenkosten zu zahlen, die wie folgt in Rechnung gestellt werden:			
Heat/Heizung	Electricity/Strom	Cold water/Kaltwasser	
Hot water/Warmwasser	Gas	Garbage/Müllabfuhr	
Stairwell cleaning/Treppenhausreinigung	Snow removal/Schneeräumung	Sewage charge/Abwasser	
Other <input type="checkbox"/> Yes <input type="checkbox"/> No (specify charges) Andere Ja Nein (Einzelkosten auflühren)			
The following symbols must be entered for the corresponding costs (see above) to clearly regulate the utilities/common charges. If a block is not completed, the landlord will pay costs arising from this item./Die folgenden Symbole müssen für die jeweiligen Kosten eingetragen werden (siehe oben), um die Regelung der Neben-Betriebskosten eindeutig festzulegen. Wenn nichts eingetragen wird, dann gehen eventuell entstehende Kosten für die jeweiligen Kostenpunkte zu Lasten des Vermieters.			

AE FORM 210-50J, AUG 92

This edition replaces AE Form 210-51A (Temp), dtd Nov 91, which is obsolete.

DEPARTMENT OF THE ARMY  
DIRECTORATE OF PUBLIC WORKS  
233D BASE SUPPORT BATTALION  
CMR 440  
APO AE 09175

AEUSG-DA-PW-H (420)

SEP 22 2000

MEMORANDUM FOR Residents of Government-Leased and Off-Post  
Housing

SUBJECT: Off-Post Housing Water Standards

1. The purpose of this memorandum is to notify all residents of government-leased and off-post housing of the standards of your drinking water. This memorandum is intended to serve as a public notification that host nation drinking water does not meet Final Governing Standards (FGS). FGS are the standards of which drinking water is rated for consumption.
2. The water currently being supplied to off post and government leased housing meets all host nation drinking water standards. The host nation chlorination standards are slightly lower than FGS, additionally, the host nation does not fluoridate their water supply system.
3. It is important to note that there is no cause for alarm as the water is safe and consumable. Essentially, the issue at hand is not one of quality but of prevention.
4. You may choose to purchase bottled water, however, the decision to do this or continue using host nation water is yours to make. The purchase of bottled water would be at your own expense.
5. Point of contact for this memorandum is \_\_\_\_\_,  
Chief, Housing Division, DSN 348-6540

//original signed//

Directorate, of Public Works